

## DEPARTMENT OF CHILDREN AND FAMILIES OFFICE OF INSPECTOR GENERAL

Investigative Report  
Case Number: 2016-0055

### INTRODUCTION

On June 15, 2016, the Office of Inspector General (OIG) received a complaint from Brevard Family Partnership (BFP) Licensing Specialist Melissa Eady alleging that former Impower Florida Dependency Case Manager (DCM) Michael Keller falsified face-to-face contacts with three siblings in Florida Safe Families Network (FSFN) Case ID #101205624.

### ALLEGATION AND FINDING

#### Allegation and Finding

**Impower Florida Dependency Case Manager Michael Keller falsified child protective supervision records in FSFN Case ID #101205624.** Potential violation of Section 5 and Section B.1.a.(1), Attachment 1, Contract #GJ400 between the Department and Brevard Family Partnership (BFP); Section 10, Contract #CMA1401 between BFP and Impower Florida; Section V.k., Impower Florida Employee Policy & Procedure Handbook; § 838.022(1)(a), F.S. and § 839.11(2)(a), F.S. **Finding: SUPPORTED.**

The following table identifies the children and their caregivers mentioned throughout the report:

| Foster Parent (FP)        | Child                | Age (Years) |
|---------------------------|----------------------|-------------|
| Marielena Toman (FP 1)    | [REDACTED] (Child 1) | 3           |
|                           | [REDACTED] (Child 2) | 3           |
| Antoinette Hollock (FP 2) | [REDACTED] (Child 3) | 16          |

#### COMPLAINANT TESTIMONY

During the week of June 13, 2016, Ms. Eady visited FP 1 at her home, where they discussed ongoing case management services being provided by Mr. Keller. Ms. Eady, who had reviewed the case file documentation prior to her visit, mentioned Mr. Keller's previous face-to-face home visit on June 9, 2016 to FP 1. FP 1 responded that she had not seen Mr. Keller for at least a month (May 12, 2016) and that had been the only time he had ever been to her (FP 1's) home. FP 1 added that she had taken Child 1 and Child 2 to their daycare in the morning hours of June 9, 2016.

#### WITNESS TESTIMONY

The following individuals were interviewed:

- FP 1
- FP 2

<sup>1</sup> Effective June 21, 2016, Mr. Keller was no longer employed by BFP.

The following table addresses Mr. Keller's documentation in FSN, all of which conflicted with FP 1 and FP 2's testimony.

| Date and Time of Visit                    | Mr. Keller's Documentation   | Witness Testimony   |
|---|--|---|
| January 27, 2016<br>7:00 p.m. to [blank]  | <b>Case Note ID #149743887</b><br>Face-to-face home visit with FP 2 and Child 3. | According to FP 2, since Child 3 was placed in her home on January 8, 2016, Mr. Keller only conducted one face-to-face home visit, sometime in April 2016. FP 2 stated that she had multiple conversations with Mr. Keller via telephone and she and/or Child 3 have seen Mr. Keller in other settings (visits, court, etc.), however, he has only been to their home once. Child 3 added that information documented by Mr. Keller in Case Note ID #151812884 was information that had only been shared with her therapist, Renee Rich. FP 2 confirmed that she was not aware of this information and opined that Ms. Rich may have shared it with Mr. Keller. |
| February 24, 2016<br>5:30 p.m. to [blank] | <b>Case Note ID #150190618</b><br>Face-to-face home visit with FP 2 and Child 3. |   |
| March 16, 2016<br>3:30 p.m. to [blank]    | <b>Case Note ID #150515682</b><br>Face-to-face home visit with FP 2 and Child 3. |   |
| April 13, 2016<br>6:15 p.m. to [blank]    | <b>Case Note ID #150927124</b><br>Face-to-face home visit with FP 2 and Child 3. |   |
| May 12, 2016<br>4:00 p.m. to [blank]      | <b>Case Note ID #151383086</b><br>Face-to-face home visit with FP 2 and Child 3. |   |
| June 9, 2016<br>9:00 a.m. to [blank]      | <b>Case Note ID #151812884</b><br>Face-to-face home visit with FP 2 and Child 3. | According to FP 1, since Child 1 and Child 2 were placed in her home on April 2, 2016, Mr. Keller's only face-to-face home visit was on May 12, 2016. FP 1 stated that Mr. Keller's documentation of this home visit appeared to reflect that of his May 12, 2016 home visit (Child 1 and Child 2 did not say anything more than "hello" to him).   |
|   | Face-to-face home visit with FP 1, Child 1, and Child 2.                         |   |

#### RECORDS REVIEWED

#### Care for Kids, LLC (Child 1 and Child 2's Daycare)

Care for Kids, LLC Manager/Director Kim Sancartier provided the OIG with a copy of the Sign-In / Sign-Out Sheet for June 9, 2016, which reflected that FP 1 signed Child 1 and Child 2 in at 8:47 a.m. and out at 4:54 p.m.<sup>2</sup>

- Ms. Sancartier provided classroom attendance sheets for each child. Child 1's teacher documented his arrival at 8:41 a.m. and departure at 4:50 p.m. Child 2's teacher documented her arrival at 8:44 a.m. and departure at 4:50 p.m.

#### Mileage Reimbursement Records

- Mr. Keller did not submit any travel reimbursement claims for June 2016.

<sup>2</sup> The OIG Investigator showed a copy of the Sign-In / Sign-Out sheet to FP 1, who confirmed her signature.

- Mr. Keller did not claim any travel related to FP 2's home on January 27, 2016, February 24, 2016, March 16, 2016, April 13, 2016, or May 12, 2016. Mr. Keller did not submit any travel claims for the month of June 2016.

### **SUBJECT TESTIMONY**

#### **Former Impower Florida DCM Michael Keller**

When contacted via telephone, Mr. Keller declined to be interviewed by the OIG, but stated that he conducted the home visits in question and that he "messed up on the times."

### **RISK ASSESSMENT**

On July 19, 2016, BFP Case Manager Supervisor Tammie Busby conducted a risk assessment. As of that date, all 29 children in Mr. Keller's 18 cases have been seen and determined to be safe. No additional concerns were noted, with the exception of service referrals made for families. Impower Florida advised that two families were identified as being in need of service referrals and that those referrals were handled immediately.

### **SUMMARY**

The allegation that Brevard Family Partnership (BFP) Dependency Case Manager Michael Keller falsified child protective supervision records in FSFN Case ID #101205624 is **supported**. The finding is based on the following:

- Although Mr. Keller documented a face-to-face home visit with FP 1, Child 2, and Child 3 at 9:00 a.m. on June 9, 2016, FP 1 stated that Mr. Keller's only visit to her home was on May 12, 2016. FP 1 pointed out that Mr. Keller's documentation that Child 1 and Child 2 were not say anything more than "hello" to him occurred during Mr. Keller's visit in May 2016. Day care records further confirmed that Child 1 and Child 2 were signed-in by FP 1 at 8:47 a.m. on June 9, 2016.
- Although Mr. Keller documented monthly face-to-face home visits since January 8, 2016 (date of Child 2's placement), FP 2 and Child 3 stated that Mr. Keller had only been at their home on one occasion and that was sometime in April 2016. FP 2 stated that she has had multiple conversations with Mr. Keller via telephone and she and Child 3 have seen Mr. Keller in other settings (visits, court, etc.). Child 3 added that information documented by Mr. Keller in Case Note ID #151812884 was information that had only been shared with her therapist.

### **RECOMMENDATIONS AND ACTIONS**

The OIG recommends that the Central Regional Managing Director:

- Review this report, provide a copy to the management of Brevard Family Partnership and Impower Florida, and request that the findings be annotated in Mr. Keller's personnel file.

According to the Florida Certification Board, Mr. Keller obtained his Child Welfare Professional certification on June 26, 2015. As such, and based on the findings of this investigation, it is also recommended that the Central Regional Managing Director request that the management of Brevard Family Partnership and Impower Florida:

- Determine if initiating the decertification process regarding Mr. Keller's Child Welfare Professional certification is warranted or appropriate.

#### POST-INVESTIGATIVE ACTIVITIES

In accordance with § 20.055(7)(c), Florida Statutes (F.S.), on October 3, 2016, this investigation was coordinated with the Florida Department of Law Enforcement (FDLE) for a possible violation of § 838.022(1)(a), F.S. (Official Misconduct), and § 838.03(2)(b) and (c), F.S. (Falsifying Records). On November 10, 2016, FDLE advised that they would not initiate a criminal investigation.

In compliance with § 20.055(7)(e), F.S., a copy of this report was provided to Mr. Keller on November 18, 2016. No response was received from Mr. Keller.

REDACTED

*This investigation has been conducted in accordance with the ASSOCIATION OF INSPECTORS GENERAL Principles & Quality Standards for Investigations.*

**REFERENCES****CONTRACT INFORMATION**

Through Contract #GJ401, the Department contracts with Brevard Family Partnership (BFP) to serve as the lead community-based care agency in Brevard County (Circuit 18), effective July 1, 2013 through June 30, 2018.

Through Contract #CMA1401, BFP subcontracts with Impower Florida to provide case management services in Brevard County, effective July 1, 2014 through June 30, 2018.

**EXPLANATION OF TERMS**

Circuit 18

Circuit 18 consists of Brevard and Osceola Counties.

FSFN

The Florida Safe Families Network (FSFN) is the legal electronic system of record used by the Department to track child and adult intake/reports and investigation and case management for children.